

## Summary of Complaints from the Public for Year-end 2025 - Appendix A

| <b>Complaint #</b> | <b>2025 Date Received</b> | <b>Referred to</b> | <b># of Business Days to Resolution</b> | <b>General Topic of Complaint</b>                                                                                                                                                                           | <b>Outcome of Complaint</b>                                                                                                                                                                                                                                          |
|--------------------|---------------------------|--------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2025-EX-SEC-001    | Apr 9                     | Security           | 1 day                                   | Increase in the number of off-leash dogs on the grounds causing issues for visitors and local wildlife.                                                                                                     | The complainant's concerns were acknowledged, and they were informed that Security has been directed to increase enforcement of posted City by-laws.                                                                                                                 |
| 2025-EX-SEC-002    | Jun 11                    | Security           | 1 day                                   | Denial of entry to washrooms in Enercare Centre halls to a member of the public who was not attending the ticketed event taking place in the hall.                                                          | The complainant was notified that during scheduled events (including those at BMO Field, Coca Cola Coliseum, and Budweiser Stage) the outdoor Enercare Centre washrooms by Hall A will be open to the public and the appropriate directional signage will be posted. |
| 2025-EX-TRA-003    | Sep 4                     | Transportation     | 2 days                                  | Delay in exiting parking lot after event at BMO Field due to traffic and road closures.                                                                                                                     | The complainant was informed that road closures were implemented for security reasons due to the high volume of pedestrians and that traffic management is constantly reviewed to identify potential improvements.                                                   |
| 2025-EX-SEC-004    | Sep 18                    | Security           | 2 days                                  | Lost set of keys found by Security and retrieved from Security, the lost keys were missing a part of the key chain, leading to the belief that it may have been stolen by an Exhibition Place staff member. | The complainant's experience was acknowledged, and they were informed that the incident will be reviewed by Security, with follow-up if any new information becomes available.                                                                                       |

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|--------------------|---------------------------|------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2025-EX-TRA-005    | Sep 27                    | Transportation                     | 2 days                                  | Delay in exiting parking lot after a TFC game and dissatisfaction with the way traffic was directed by security staff and Toronto Police Service.                  | The complainant was informed that traffic plans are regularly reviewed in collaboration with the City of Toronto and Toronto Police Service and that their feedback would be incorporated into this process. |
| 2025-EX-CS-006     | Oct 3                     | Corporate Secretary and Operations | 1 day                                   | Injury to event attendee caused by tripping while trying to avoid a sign placed in the middle of an outdoor pathway; an incident report was completed by Security. | Receipt of the complaint was acknowledged within one business day. The incident report was sent to the insurance adjuster who handled all subsequent communications with the complainant.                    |
| 2025-EX-FM-007     | Dec 2                     | Operations and Events              | Ongoing                                 | Visitor to One-of-a-Kind Show injured their thumb on a protruding bolt on the handrail of the stairs down to underground parking in the Enercare Centre.           | Originally sent to Operations for investigation; staff examined all handrails but could not find a protruding bolt. Complaint rerouted to Events to follow up for additional information and resolution.     |
| 2025-EX-SM-008     | Dec 18                    | Sales and Marketing                | N/A                                     | Difficulty of finding the address on Exhibition Place website.                                                                                                     | Follow-up was not possible as the complainant provided an invalid email address.                                                                                                                             |